

SB-10055914-5324



WARRANTY BULLETIN

TO: Dealer Principal, Service Manager,
Service Advisor and Warranty Claims
Administrator

NO: D-14-07
DATE: May 19, 2014

SUBJECT: (X58) – Front and Rear
Crossmembers – 2007 Caliber / Patriot /
Compass Vehicles

FOR: All U.S. Dealers
All U.S. Business Centers

PURPOSE:

To announce an Extended Warranty on *Front and/or Rear Crossmembers* on the following select vehicles:

- 2007 Dodge Caliber (PM)
- 2007 Jeep Compass (MK)
- 2007 Jeep Patriot (MK)

The warranty extension coverage period is 10 years / unlimited miles from the vehicles In-Service Date and includes a yearly inspection of the Front and Rear Crossmembers.

This Extended Warranty Bulletin applies only to vehicles:

- Built between August 26, 2005 MDH (082609) – July 23, 2007 MDH (072312)
- Sold to and registered in a Salt Belt region

Salt belt Region States are identified as:

Connecticut	Maryland	New York
Washington DC	Maine	Ohio
Delaware	Michigan	Pennsylvania
Iowa	Minnesota	Rhode Island
Illinois	Missouri	Vermont
Indiana	New Hampshire	Wisconsin
Massachusetts	New Jersey	West Virginia

TIMING:

Effective Immediately

ACTION:

Always check *DealerCONNECT > VIP* to verify if a vehicle is involved in this warranty extension. A vehicle involved in this Warranty Extension will display an *(X58) Front / Rear Crossmember* message in VIP. If no (X58) coverage message displays in *DealerCONNECT > VIP*, no further action is required on your behalf.



All technicians should familiarize themselves with Service Bulletin # 23-012-14 before replacement of the Front and Rear Crossmember. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Front and Rear Crossmember.

The Global Claim System (GCS) will only honor the extended warranty coverage on the labor operation number(s) listed in the Service Bulletin.

Refer to Service Bulletin #23-012-14 for additional Part and LOP Information.

Customers should be advised to schedule yearly inspections of their Front and Rear Crossmembers at an authorized CDJR dealer. A yearly inspection is not required if a vehicle receives a new Front and Rear Crossmember.

ADDITIONAL INFORMATION:

If a customer has already experienced this concern and has already paid to have it repaired, the customer should be advised to send their original receipts and/or other adequate proof of payment to the following address for reimbursement:

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are being asked to contact their dealership. In the event further assistance is necessary, customers should be advised to contact 1-877-IAM-Jeep (426-5337) or 1-800-4-A-Dodge (2-3634).

A "Frequently Asked Question" list has been attached to the last page of this bulletin.

Dealers can also contact the Warranty Hotline at 1-888-255-2616 M-F from 8:00AM – 6:00PM ET.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

Chrysler Group LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.



Frequently Asked Questions

Q: Is a yearly inspection required if a front and / or rear crossmember has previously been replaced?

A: No. The yearly inspection is not required once a repair has been performed.

Q: How do I request reimbursement for the yearly inspection of the front/rear crossmember?

A: Dealers are eligible for reimbursement for the yearly inspection. A unique LOP has been created and should be submitted on a Warranty claim when a yearly inspection of the front and rear crossmembers has been performed. For specific LOP information, dealers should reference the applicable Service Bulletin (23-012-14) pertaining to this Warranty Extension (X58).

Q: How long am I required to perform this yearly inspection?

A: Dealers should perform yearly inspections for the length of the Warranty Extension which is 10 yrs. / unlimited miles beginning from vehicle in-service date.

Q: Does the Warranty Extension void / cancel if the customer does not have a yearly inspection performed on their vehicle?

A: The Warranty Extension will not void or cancel in this scenario. However, customers should be encouraged to have their vehicles inspected once a year.

Q: Are 2nd, 3rd or subsequent owners eligible for this Warranty Extension?

A: Yes. This Extended Warranty applies to all subsequent owners.



CHRYSLER GROUP LLC

Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's front and rear crossmembers have been extended to a period of 10 years. This extended front and rear crossmembers warranty coverage applies to select model year 2007 Dodge Caliber, Jeep Compass and Patriot vehicles. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the front and rear crossmembers warranty period because some of the affected vehicle population may experience premature corrosion of the front and rear crossmembers. If you are experiencing this condition now or in the future, simply contact your dealer to have the repairs performed. **Conversely, if you do not experience this condition, then your front and rear crossmembers are operating correctly and no repair is necessary.**

Chrysler is also authorizing a yearly inspection of your front and rear crossmembers for a period of up to 10 years. Please schedule yearly inspection of your front and rear crossmembers at an authorized Chrysler dealer. A yearly inspection is not needed if your vehicle receives a new front and rear crossmembers.

If you have already experienced this premature corrosion of the front and rear crossmembers condition and previously paid for a repair, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center at 1-800-4-A-Dodge (423-6343) or 1-877-I AM-JEEP (426-5337).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the front and rear crossmembers condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC